



UNDER SECRETARY OF DEFENSE  
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COMPTROLLER

MEMORANDUM FOR THE SECRETARIES OF THE MILITARY DEPARTMENTS  
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DIRECTOR, ADMINISTRATION AND MANAGEMENT  
DIRECTORS OF THE DEFENSE AGENCIES  
DIRECTORS OF THE DOD FIELD ACTIVITIES

SUBJECT: Instructions to Military and Civilian Personnel on Disposition of Unused Airline  
Tickets and Reimbursable Travel Claims

Personal accountability is essential to our efforts to strengthen the Department of Defense (DoD) travel card program following General Accounting Office (GAO) reports of weak control environments and breakdowns in key controls over the centrally billed accounts (CBA). In part, these breakdowns resulted in paying travelers for airline tickets they did not purchase, issuing and paying for unauthorized airline tickets, and paying for goods and services obtained with a compromised CBA.

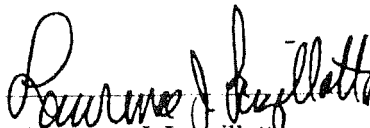
Effective immediately, the Military Services, Defense Agencies and DoD Field Activities will instruct all military and civilian personnel to not claim airline tickets purchased through CBAs as reimbursable expenses.

The GAO report cited millions of dollars worth of unused tickets that were not returned to travel offices for credit to the Department's accounts. You will instruct all military and civilian personnel to return both fully unused and partially unused airline tickets, to include unused electronic ticket (e-ticket) itineraries, to their travel office for a refund.

You will also ensure approving officials closely review travel claims for unauthorized reimbursable expenses and perform necessary follow-up actions to ensure both fully unused and partially unused airline tickets, including e-ticket itineraries, are returned to the travel office for a refund.

We will include applicable policy addressing these issues in the next update of the "Department of Defense Financial Management Regulation," Volume 9.

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Acting